



Submission Time: January 13, 2023 11:27 am
 Browser: Chrome 109.0.0.0 / Windows
 Unique ID: 1057030589

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Lucinda Lewis Lewis

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 180 Sparrow Lane
Spring City, TN 37381

Complainant Phone (423) 834-1080

Complainant Email lewisdl8@gmail.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States East Cross Park Drive
Knoxville, TN 37923

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email customercare@solartitanusa.com

About the Incident

Incident Date	Jan 13, 2023
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Category	40 - Utilities: Gas/Water/Sewer/Electricity
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Give a complete statement of the facts, with dates

On August 4th 2022 we signed a contract with Solar Titan USA. They set us up with the KITSAP Credit Union for a \$53,000 dollar loan. They also promised one year of reimbursement checks to cover our first year of loan payments.

They remained in contact with us and took care of all the paperwork with VEC. They were very prompt in setting up the appointment for installation. On September 1st 2022 the men came to install our system. They were very friendly and seemed to know what they were doing. They worked into the night to finish.

On September 13th the electrical inspector came out to inspect the system. He made the comment that he knew this companies work and they do a good job. Up to this point we felt very comfortable with the company.

Out of the 40 times we called them and the 11 times they called back, we spoke to them about 14 times. However, most of that was a promise to have someone call back. Which, for the most part did not happen. (I have a list of all the calls with dates and times but didn't know if I should put all of that on here.)

On November 1st someone was supposed to come to our house to look at our system. We still don't know if they actually came. We were home during the time they said they would be there but did not see them.

We did manage to get them to look at our system remotely a couple of times. They made some adjustments but the system is still not working properly.

Our most encouraging call was on December 14th when we spoke to Jill. She spent a lot of time going over our account and assuring us that something would be done to correct the issue. She sent the report to the Service Department. The service department never called. When we called them they said they had us on a list and would call us to set up an appointment. Still have not heard from them.

Also, in our Installation Agreement we were given a 12 month promo which means that they would send us a check each month for a year to pay our loan payment. We received one check in November which covered our first payment. We have not received one for December or January.

Amount involved?	53500.00
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How did you pay?	Other
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Was this product or service advertised? Yes

When	We responded to an add to receive information from local Solar Companies. They were the only ones to respond right away. The other one did not respond until sometime in November.
Where	Facebook
What would you like the business to do?	Send us the promised reimbursement checks to cover our loan for the year. Fix our system. Respond to calls when there is an issue.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	The majority of the time we left a messages and were told that someone would call back. (The call with Jill on 12-14 was mentioned above.) The last month all calls go straight to voice mail, I have also sent emails but no one has responded.
When did you make contact?	I have a list of 40 times we tried to contact them. The times we actually spoke to a person, based on the length of the calls in my history, were: 9/13, 9/20, 9/21, 11/1, 11/10,12/14, 12/19, 12/20 and 12/27. Only 2 or 3 of those were productive.
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Jill don't know
Job Title	Customer Service at Solar Titan
Phone	(865) 392-1036
Email	customercare@solar titanusa.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio/TV/news story
Attachments	
How many files are you uploading?	2
File #1	https://stateof tennessee. formstack. com/ admin/ download/ file/ 14003892217

Supporting text about the file#1

This shows the price and the 12 month Promo to reimburse loan payments for a year.

File #2

<https://stateoftennessee.formstack.com/admin/download/file/14003892219>

Supporting text about the file#2

This is a list of calls taken from the call history on my phone and my husbands phone.

Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 13, 2023 9:10 am
Browser: Chrome 108.0.0.0 / Windows
Unique ID: 1056969513

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name James Vaughan Vaughan

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military service? Yes

Country of Residence United States

Complainant Address - United States 1161 Whitt Lane
Hartsville, TN 37074

Complainant Phone (615) 390-4607

Complainant Ph Ext 4234839966

Complainant Email jamesv626@gmail.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N Peters Road
Knoxville, TN 37922

Respondent Phone (865) 392-1036

Respondent Email customercare@solar titanusa.com

About the Incident

Incident Date	Jan 13, 2023
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	Engaged Solar Titan USA in February, 2022 to install a solar system. They began the install in April/May 2022. After the inspection by the state there were open items for them to fix and get reinspected. They indicated the last item was for a placard to be placed on our house. They did that in December, 2022 and we have never heard back from them on the final inspection.
Amount involved?	32400.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	On TV regularly
Where	TN
What would you like the business to do?	Provide a final inspection, fix any issues that arise and get our Solar Service turned on an functional
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	No one recently, left 2 voice mails and 3 emails in the past week
When did you make contact?	My husband was calling them weekly in addition to the above.
Is there anyone else with firsthand knowledge of your complaint?	No
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	N/A

Attachments

How many files are you uploading?	1
File #1	https://stateoftennessee.formstack.com/admin/download/file/14003008170
Supporting text about the file#1	This is our monthly bill for paying for the Solar Equipment. We are also still paying Electric

Attestation**Attestation**

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 12, 2023 11:07 pm
Browser: Chrome Mobile 102.0.5005.125 / Android
Unique ID: 1056840126

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Mike Nusbaum

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military service? Yes

Country of Residence United States

Complainant Address - United States 1236 Kendall Dr
Clarksville, TN 37042

Complainant Phone (718) 207-6114

Complainant Email miken4688@yahoo.com

Respondent Information

Respondent Name Solar titan usa

Respondent Country United States

Respondent Address - United States 414 N Peters Rd,
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email customercare@solar titan usa.com

About the Incident

Incident Date	Jan 12, 2023
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	Company will not answer or return phone calls email or anything. Have a problem with there system for about 3 weeks now and the company doesn't respond or answer any type of communications. We tried phone email online chat Twitter and Facebook.
Amount involved?	40000.00
How did you pay?	Cash
Was this product or service advertised?	Yes
What would you like the business to do?	Eeturn the calls Fix the issue and credit back money due to inconvenience and system bot operating as it should
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
When did you make contact?	I didn't get a hold of anyone
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Maria Lewis
Job Title	Realitor
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search

Attachments

How many files are you uploading?	0
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Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: January 11, 2023 3:53 pm
Browser: Mobile Safari 16.0 / iOS
Unique ID: 1056301471

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Christopher Max Lawson

Age Range 18-29

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 926 Dunkirk Drive
Maryville, TN 37801

Complainant Phone (352) 281-5318

Complainant Email lawsonsm2019@gmail.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N Peters Road
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email qualityassurance@solar titanusa.com

About the Incident

Incident Date	Jan 11, 2023
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	We signed contract to have solar panels installed on our roof on August 12th, 2022. The Solar Panels were installed on October 24th, 2022 but Solar Titan USA said there was a part on back order that would take a week or two to come in. Since this issue, we have not been able to make contact with Solar Titan USA and we are now receiving calls from the Maryville City Utilities Board that the permits have expired and they eventually are going to have to turn the power off if they cannot make contact with Solar Titan USA. My wife and I have reached out weekly and called multiple times today after speaking with the Maryville City utility board to attempt to speak with anyone and we cannot make contact.
Amount involved?	70000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	August 2022
Where	Online
What would you like the business to do?	Remove everything and terminate the contract with no penalty.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Couldn't reach anyone
When did you make contact?	Last spoke with the company the week before Christmas. They said the part would be in the week of Christmas and they would be in to install it the following week.
Is there anyone else with firsthand knowledge of your complaint?	No
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
Attachments	

How many files are you uploading? 0

Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 11, 2023 12:54 pm
Browser: Chrome Mobile 108.0.0.0 / Android
Unique ID: 1056211182

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name	Kevin Rupe
Age Range	50-59
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	4259 mt. zion road Springfield , TN 37172
Complainant Phone	(615) 438-9737
Complainant Email	streedragon@yahoo.com

Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	414 N peters rd Knoxville, TN 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Email	media@solar titanusa.com

About the Incident

Incident Date Jan 11, 2023

Category 35 - Home Improvements/Home Repair/Home Warranties

Give a complete statement of the facts, with dates Used solar titan to install solar systems in house in april of 2022. As of jan 11, 2023 with repeated calls, i do not have a working system. They've forced me to make payments for 5 months past operational due date.

Amount involved? 63000.00

How did you pay? Other

Was this product or service advertised? Yes

When Persistent ad on facebook

Where Facebook/internet/ business website

What would you like the business to do? Refund/repair or get operational with acceptable time frame.

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak? Customer care

When did you make contact? Several months, last call was dec 16th

Is there anyone else with firsthand knowledge of your complaint? No

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Social media

Attachments

How many files are you uploading? 0

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 11, 2023 7:59 am
Browser: Chrome 108.0.0.0 / Windows
Unique ID: 1056073358

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name	Daniel Malinowski
Age Range	50-59
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	189 Valleyview St Gray, TN 37615
Complainant Phone	(406) 253-9678
Complainant Email	azrathers@gmail.com

Respondent Information

Respondent Name	Solar Titan
Respondent Country	United States
Respondent Address - United States	725 Cool Springs Blve Nashville, TN 37067
Respondent Phone	(865) 392-1036
Respondent Email	customercare@solar titanusa.com

About the Incident

Incident Date	Jul 11, 2022
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Category

40 - Utilities: Gas/Water/Sewer/Electricity

Give a complete statement of the facts, with dates

Purchased solar unit April 2022. Was informed that the solar unit would save me 80-85% per month after the first three months. After the three months our bill was only 45-50% less. We also noticed on the PWR Review app that the battery was not holding a charge throughout the night time. My wife and I attempted to contact the company but would need to leave messages. After sometime, an associate would call back. The technician was able to diagnose the problem and noticed that the battery was not holding a charge and might be an overload. Since that time in July we have not had anyone come out to inspect the battery. Our last electric bill was \$145.00. We saved around \$55.00.

Amount involved?

49000.00

How did you pay?

Other

Was this product or service advertised? No**What would you like the business to do?**

I would like the company(s) refund my full amount or replace the system completely.

Is this an Automobile Complaint?

No

Have you contacted the business?

Yes

With whom did you speak?

Jessica Powers x214

When did you make contact?

Not specific dates. Had made numerous calls

Is there anyone else with firsthand knowledge of your complaint?

Yes

Enter their name

Jessica Powers

Job Title

Customer Care

Phone

(865) 392-1036

Email

customercare@solartitanusa.com

Have you or the business filed a lawsuit regarding this complaint? No**How did you hear about the Division of Consumer Affairs complaint program?** N/A**Attachments****How many files are you uploading?**

1

File #1

<https://stateoftennessee.formstack.com/admin/download/file/13990627473>

Supporting text about the file#1

Receipt Solar Titan

Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time:
Browser:
Unique ID:

January 9, 2023 4:40 pm
Chrome 108.0.0.0 / Windows
1055401688

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Nathan J Aston

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military service? Yes

Country of Residence United States

Complainant Address - United States 170 Rocky Rd
Gurley, AL 35748

Complainant Phone (256) 933-0280

Complainant Email nja_1081@yahoo.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N Peters Rd
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email customercare@solar titanusa.com

About the Incident

Incident Date	Jan 09, 2023
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	<p>We signed an agreement with Solar Titan on 3/12/2022 to purchase and install a 6kw solar system with battery backup for \$49,000 dollars. The install team did not arrive to install the system until 9/24/2022. Once the system was installed, it produced about 1.5 to 2kw of energy, and the battery backup never worked. One week later, another tech came out and commissioned the system. I informed him that the battery backup wasn't supplying power. He adjusted the panel and ensured that it would solve the problem, stating it would take a few days for the batteries to charge fully, and then they would supply the system. As of the time of this complaint, the batteries are fully charged but still not supplying power. Also, there is an error message on our control panel, however, attempts to reach solar titan by phone and e-mail have failed. To date, we have had no savings on our electrical bill, and the system does not seem to be performing as promised.</p>
Amount involved?	49000.00
How did you pay?	Other
Was this product or service advertised?	No
What would you like the business to do?	<p>I want Solar Titan to fix or repair my system, so it produces the amount of power described in our purchase agreement. I want a trained technician to show my wife and I how to use, diagnose, and repair or adjust the system to the extent that the layperson homeowner should be. If Solar Titan is unable or unwilling to provide me with a system that performs to the specifications outlined in the purchase agreement that I want to cancel my contract with them and a refund of the money they have been paid.</p>
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	No answer
When did you make contact?	No answer by call or e-mail
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Cinnamon Aston
Job Title	Spouse

Phone (256) 583-5112

Email cinnamon_aston@yahoo.com

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Radio/TV/news story

Attachments

How many files are you uploading? 2

File #1 <https://stateoftennessee.formstack.com/admin/download/file/13981242889>

Supporting text about the file#1 The purchase agreement

File #2 <https://stateoftennessee.formstack.com/admin/download/file/13981242891>

Supporting text about the file#2 Screenshot showing the max kWh produced was 3.25 which is half the amount of energy promised

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.

Category

40 - Utilities: Gas/Water/Sewer/Electricity

Give a complete statement of the facts, with dates

Purchased solar unit April 2022. Was informed that the solar unit would save me 80-85% per month after the first three months. After the three months our bill was only 45-50% less. We also noticed on the PWR Review app that the battery was not holding a charge throughout the night time. My wife and I attempted to contact the company but would need to leave messages. After sometime, an associate would call back. The technician was able to diagnose the problem and noticed that the battery was not holding a charge and might be an overload. Since that time in July we have not had anyone come out to inspect the battery. Our last electric bill was \$145.00. We saved around \$55.00.

Amount involved?

49000.00

How did you pay?

Other

Was this product or service advertised?

No

What would you like the business to do?

I would like the company(s) refund my full amount or replace the system completely.

Is this an Automobile Complaint?

No

Have you contacted the business?

Yes

With whom did you speak?

Jessica Powers x214

When did you make contact?

Not specific dates. Had made numerous calls

Is there anyone else with firsthand knowledge of your complaint?

Yes

Enter their name

Jessica Powers

Job Title

Customer Care

Phone

(865) 392-1036

Email

customercare@solar titanusa.com

Have you or the business filed a lawsuit regarding this complaint?

No

How did you hear about the Division of Consumer Affairs complaint program?

N/A

Attachments**How many files are you uploading?**

1

File #1

<https://stateoftennessee.formstack.com/admin/download/file/13990627473>

Supporting text about the file#1

Receipt Solar Titan

Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 9, 2023 1:51 am
Browser: Safari 15.6.4 / OS X
Unique ID: 1055074634

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Maria Allen

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 1390 Roach Hollow Rd
Ringgold, GA 30736

Complainant Phone (775) 842-6516

Complainant Email tonigirl311@juno.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N Peters Rd
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

About the Incident

Incident Date Jan 09, 2023

Category

40 - Utilities: Gas/Water/Sewer/Electricity

**Give a complete statement of the facts,
with dates**

Since 9/3/21 from the beginning, I have had problems with the installation of my solar system. The installation of the system kept getting dragged out with numerous vendors not knowing what the other team was doing. Finally, my system was installed in Feb 2022 in which the system has never worked from the start. I have made several phone calls to Solar Titan and only o.e time they came out and tried to fix the failed snaps on the solar panels in which they failed. This time on Nov 2022, I have tried to get someone out to fix my system and nobody has called me back. I keep getting voicemails and if I do reach somebody, they tell me one excuse after another. There has been 2 power failures in my neighborhood in which my solar did not provide any power. My power bill keeps climbing up to app. \$300 per month plus have to pay \$250 per month for the solar loan. I have called for Management and they never seem to answer calls or resolve any issue..Failed solar system and at this point want my money back and out of the loan. I feel that this is unfair business practices and that this is a breach of contract. I have contacted at this point as I feel that Solar Titan knows they are failing as a business and myself as well as others don't feel safe that this company will be around to fix or maintain this equipment. They have taken the money and ran and they need to be punished for their criminal business ethics.

Amount involved?

31500.00

How did you pay?

Cash

Was this product or service advertised? No**What would you like the business to do?**

Allow me to get out of the loan and take the panels off my house. They are not trustworthy, especially for future dealings. Reimburse me for money that I have put into it.

Is this an Automobile Complaint?

No

Have you contacted the business?

Yes

With whom did you speak?

I have spoke with several customer service people in which they are told to give people excuses and get them off the phone.

When did you make contact?

My las contact after multiple times was 1/6/23

Is there anyone else with firsthand knowledge of your complaint?

Yes

Enter their name

Vince

Job Title

Customer Service Rep

Phone

(865) 392-1036

Have you or the business filed a lawsuit Yes
regarding this complaint?

How did you hear about the Division of Radio/TV/news story
Consumer Affairs complaint program?

Attachments

How many files are you uploading? 0

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness
of the content.



Submission Time: January 7, 2023 8:40 pm
Browser: Mobile Safari 16.1 / iOS
Unique ID: 1054783938

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Jacqueline Quinn Black Mrs

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 1532 Nathan Hills Cir
Maryville, TN 37801

Complainant Phone (865) 617-8976

Complainant Email quinnblack@gmail.com

Respondent Information

Respondent Name Solar Titan

Respondent Country United States

Respondent Address - United States 11205 Outlet Dr
Knoxville, TN 37933

Respondent County Knox

Respondent Phone (865) 392-1036

About the Incident

Incident Date Jan 07, 2023

Category

35 - Home Improvements/Home Repair/Home Warranties

Give a complete statement of the facts, with dates

On 7/6/20 my husband and I met with Jason D. Horton about installing a solar system for our home. Mr. Horton requested the last 2 years of electrical bills. I was able to give the bills to him immediately. We told Mr. Horton we were approaching retirement and wanted a system to provide enough power to pay our electricity bill. He said normally he recommended an 8 kw system, but for us he recommended a 9 kw system. The system has never produced enough to cover our electric bill. I have called numerous times and spoken with Ernie Russell of Solar Titans and Shane at Fort Loudon Electric, our electricity provider. On 3/25/21 we were told a battery would solve our problem. We purchased a \$7500.00 solar battery that has done little to improve the efficiency of our solar system. Our initial payment to Solar Titans was \$18,000.00 deposit and \$18,000.00 after installation.

Amount involved?

43500.00

How did you pay?

Check

Was this product or service advertised?

Yes

When

2020

Where

Digital and print media

What would you like the business to do?

Refund our money.

Is this an Automobile Complaint?

No

Have you contacted the business?

Yes

With whom did you speak?

Ernie Russell and Lakayla

When did you make contact?

Numerous times after installing

Is there anyone else with firsthand knowledge of your complaint?

No

Have you or the business filed a lawsuit regarding this complaint?

No

How did you hear about the Division of Consumer Affairs complaint program?

Radio/TV/news story

Attachments**How many files are you uploading?**

3

File #1<https://stateoftennessee.formstack.com/admin/download/file/13973107184>

File #2

<https://stateoftennessee.formstack.com/admin/download/file/13973107185>

File #3

<https://stateoftennessee.formstack.com/admin/download/file/13973107186>

Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 7, 2023 3:07 pm
Browser: Chrome 108.0.0.0 / Windows
Unique ID: 1054725894

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name David Mckelvey Mckelvey

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 10712 Dogwood Rd.
Knoxville, TN 37931

Complainant Phone (865) 368-9852

Complainant Email dmckelvey@onealsteel.com

Respondent Information

Respondent Name Solar Titan

Respondent Country United States

Respondent Address - United States 414 N Peters Rd
Knoxville , TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email media@solar titanusa.com

About the Incident

Incident Date Jan 07, 2023

Category 33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales

Give a complete statement of the facts, with dates

We purchased a solar system unit through Solar Titan in May of 2021. We signed a loan agreement through Mosaic on 5/15/2021. The system that was installed was manufactured by Generac and we were told that this system was one of the best units on the market. We were also told that we would see a 100% deduction on our energy bill each month. However since the system was installed in May of 2021, we have not seen the slightest deduction. We have still been paying the same amount on our energy bill and now pay Mosaic against the loan.

Amount Financed through Mosaic: \$35,000

Payments started in June 2021: \$156.91 (currently still making these payments each month including our electric bill)

We have called Solar Titan several times and explained the system is not working and that we have not seen a deduction in our energy bill. They have come out a few times, but each time they have told me that the system appears to be working. I have also shown them my electric bill statement showing them that it clearly isn't working. It is now to the point where they will no longer answer their phones and I have read articles of other customers in my area experiencing the same thing.

We believe that we were sold a faulty system that does not work.

Amount involved? 35000.00

How did you pay? Cash

Was this product or service advertised? Yes

When 2021

Where Online advertisement sites

What would you like the business to do?

We would like to be commentated for the money we have paid and for them to come remove the unit from our home and restore everything back to its original state prior to them installing the system . We also want to get out of our loan agreement.

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak?

Several people that work in the office. We wanted to speak with the manager but that person would not respond back.

When did you make contact?	Started making contact in July 2021 after we realized we have not seen a deduction in our energy bill.
-----------------------------------	--------------------------------------------------------------------------------------------------------

Is there anyone else with firsthand knowledge of your complaint?	Yes
-------------------------------------------------------------------------	-----

Enter their name	Nathan Ryan
-------------------------	-------------

Job Title	Attorney
------------------	----------

Phone	(256) 764-0097
--------------	----------------

Email	info@singingriverlaw.com
--------------	--------------------------

Have you or the business filed a lawsuit regarding this complaint?	Yes
---------------------------------------------------------------------------	-----

How did you hear about the Division of Consumer Affairs complaint program?	N/A
-----------------------------------------------------------------------------------	-----

Attachments

How many files are you uploading?	2
------------------------------------------	---

File #1	https://stateoftennessee.formstack.com/admin/download/file/13972451148
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Supporting text about the file#1	Loan agreement
-----------------------------------------	----------------

File #2	https://stateoftennessee.formstack.com/admin/download/file/13972451150
----------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------

Supporting text about the file#2	Demand letter from a attorney we hired in March 2022
-----------------------------------------	------------------------------------------------------

Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: January 7, 2023 8:28 am
Browser: Mobile Safari 14.0.3 / iOS
Unique ID: 1054645583

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name	Doug Fox
Age Range	60 or older
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	845 Blue Mill Road Del Rio , TN 37727
Complainant Phone	(423) 608-0994
Complainant Email	crselflpn@yahoo.com

Respondent Information

Respondent Name	Solar Titan Usa
Respondent Country	United States
Respondent Address - United States	414 North Peters Road Knoxville , TN 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Email	customercare@solar titanusa.com

About the Incident

Incident Date	Mar 09, 2022
Category	33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales
Give a complete statement of the facts, with dates	In March of 2022 we purchased a solar system from Solar Titan USA. We have been paying on this system for almost a year. And still has not operated one day through out the process. I have had to reach out to them every time. Except for a short term after I contacted the Better Business Bureau. I only want a system that works. We are having to pay 40.000\$ for ugly roof ornaments!
Amount involved?	40000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	Until the last few weeks
Where	Facebook
What would you like the business to do?	Fix the problem. Or reimbursement.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	At least 30 different people
When did you make contact?	Starting in April of 2022 until I can no longer get through to anyone this week.
Is there anyone else with firsthand knowledge of your complaint?	No
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search

Attachments

How many files are you uploading?	0
------------------------------------------	---

Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
--------------------	-----------------------------------------------------------------------------------------------



Submission Time: January 6, 2023 11:54 pm
Browser: Chrome Mobile 102.0.5005.125 / Android
Unique ID: 1054595363

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Alvin Stanley Neal

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 1124 Circle Drive
Jamestown , TN 38556

Complainant Phone (847) 608-6002

Complainant Email alvinneal1945@gmail.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 11205 Outlet Drive
Knoxville, TN 37932

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email CustomerCare@SolarTitanUSA.com

About the Incident

Incident Date	Sep 29, 2021
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	On 9-29-2021, I signed an Installation Agreement with Solar Titan USA for a Solar PV Package (a 6 KW PV System), the Materials and Installation total cost was \$43 thousand dollars. Here it is 1-7-2023 and my solar system is not up and running (it hasn't even passed the state of Tennessee's electrical inspection. Over the last year I have called Solar Titan USA many, many times. They just promise you stuff but never really follow thru on their end. Solar Titan USA uses a loan servicing company (Mosaic) - telephone number (855) 746-5551. I pay Mosaic \$219.97 on the 8th of every month. Here I am paying these Solar Panels off and still paying my normal electrical bill. How is this saving me any money? Solar Titan USA had promised me that within 4 months I would be saving on energy costs. They have had plenty of time to do what they promised me they would do but they haven't done it. I think they should be held accountable.
Amount involved?	43000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	monthly throughout the summer months
Where	Television, newspapers, flyers
What would you like the business to do?	I would like Solar Titan USA to do what they told me they were going to do.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Kevin Montgomery
When did you make contact?	November 2021, January 2022, March 2022, May - June - July- August (2022)
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Doug Manis
Job Title	Electrical Inspector for the state of Tennessee
Phone	(931) 397-7441
Email	dmanistnelectricalinspector@gmail.com

Have you or the business filed a lawsuit No
regarding this complaint?

How did you hear about the Division of Radio/TV/news story
Consumer Affairs complaint program?

Attachments

How many files are you uploading? 0

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness
of the content.



Submission Time: January 6, 2023 2:58 pm
Browser: Chrome Mobile 108.0.0.0 / Android
Unique ID: 1054470374

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name	Richard Cator Cator
Age Range	60 or older
Are you an active duty service member, military dependent, or retired from active duty military service?	Yes
Country of Residence	United States
Complainant Address - United States	977 Lake City Hwy Clinton, TN 37716
Complainant Phone	(865) 457-4643
Complainant Email	Richard.cator55@gmail.com

Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	414 North Peters Rd. Knoxville, TN 37917
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Email	customercare@solar titanusa.com

About the Incident

Incident Date Jan 06, 2023

Category 35 - Home Improvements/Home Repair/Home Warranties

Give a complete statement of the facts, with dates Solar Titan has not responded to multiple requests to fix an error code reported on the control box of the system. It has been over a month since the problem was reported and have not received any response.

Amount involved? 38000.00

How did you pay? Other

Was this product or service advertised? Yes

When Multiple times

Where Multiple media

What would you like the business to do? Either fix the system so that it will not continue to periodically fail or pay off the loan.

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak? Multiple people

When did you make contact? Over a month ago

Is there anyone else with firsthand knowledge of your complaint? Yes

Enter their name Mylinda Crane

Job Title Homeowner

Phone (865) 867-8871

Email mylinda.crane@gmail.com

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Internet search

Attachments

How many files are you uploading? 0

Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 6, 2023 4:52 pm
Browser: Chrome 108.0.0.0 / Windows
Unique ID: 1054512619

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Jean M Butcher

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 3009 S Greenwood Drive
Johnson City, TN 37604

Complainant Phone (423) 943-7482

Complainant Email jaded22467@gmail.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N Peters Road
? E Cross Park Drive ?
Knoxville, TN 37932

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email customercare@solar titanusa.com

About the Incident

Incident Date	Dec 15, 2021
Category	40 - Utilities: Gas/Water/Sewer/Electricity

**Give a complete statement of the facts,
with dates**

The process started on 12/08/2021 when we signed the contract and were prequalified for financing up to \$100,000.00. On 12/09/2021 received a call to schedule to have the panels installed on 12/15/2021. The crew showed up on 12/15/2021 to install the panels & requested that I sign off on the Engineering Plans (which I had not received nor were they installing the panels where we had discussed), the crew chief & I made a quick revision and I signed off on that (I have 2 pgs of notes from this day). Since the project started in mid-winter we ran into electrical scheduling issues.

Finally scheduled for 03/15/2022 - @ 10:10 AM 03/15/2022 called to see where the crew was & was told that I had been re-scheduled to 04/04/2022 between 8 am - 12 pm. On 03/31/2022 @ 4:05 pm, I called to confirm my schedule & was told it would now be 04/05/2022 between 8 am - 12 pm. 4/5/2022 - They arrived at 7:30 AM and finished at about 12:30 pm - will get a completion call to schedule the inspector in approximately 5 to 7 days - once the inspection passes a tech will be scheduled to come out & complete the installation & set-up of the system. (I have an 8 pg call log with notes starting 12/15/2021 - 09/22/2022 as well as emails) On 05/18/2022 @ 12:16 pm spoke with a young lady in the permits & inspections dept - I had requested a detailed dated timeline of my project - never received a response. Sent an email on 05/20/2022 restating my request with a deadline of 05/23/22 EOD. Finally received a response on 05/27/2022 @ 8:36 am "I have spoken with my supervisor about the situation, and your request for a timeline has been taken over by the higher-ups in our company. Most of the delay in your project has to do with scheduling & installation, not inspections." as of 01/06/2023 I still have not received my request. 1st Final inspection was on 05/25/2022 which failed (have notes & emails with details). Between 05/25/2022 - 06/02/2022 numerous calls back & forth to get the failures addressed & getting a re-inspection. Was finally given an Svc Call date of 06/09/2022 between 8 - 11 am. 06/06/2022 - 06/08/2022 more numerous calls regarding a bldg inspection - to actually find out from Washington Cnty that they will be out on 6/09/2022. 06/08/2022 contacted Casey Law regarding this nightmare, & emailed all that I had. Casey Law responded on 06/08/2022 "It is of their legal opinion that this is an iron-clad contract & be in our best interest to just see it through or contact an attorney with more experience in these matters". 06/09/2022 The crew (crew lead-Cory) arrived - I listed out what should be happening and once again I was told there are no notes about a generator. I printed out the list from Josh and the email sent to Courtney for him to work from. (I had told the sales depart., the service depart., & Cory's supervisor that I have a Generac 22Kw standby generator & the solar will be our main source of power.) After more calls back & forth on 06/9/2022 as well as an email to Jessica Powers in an effort to get us all on the same page. 06/10/2022 Rec'd a response back from Jessica Powers my email - "thanking me for my email, that she spoke to Cory & advised him to go to his next job since he was waiting to hear back from Generac. Also thanked me for the detailed information and will have Aaki call me with a date next week." I called Service on 06/14/2022 @ 11:22 am - my new Svc Call will be Monday, Jun 20, 2022 between 8 -12. 06/20/2022 Crew arrived & was here 5.5 hrs. with only completing the replacement of the 2

PV links on the roof - to only conclude that something else is causing the problem. Cory reached out to Generac for more troubleshooting tips - when they called back it was deduced that a fuse was blown, he replaced but there was still an issue in the wiring from the panels to the inverter. I requested that they stop working, clean up, close up, & head back to the office since it was almost 3 PM & I was waiting on Jessica to call me back and they did not need to sit here if nothing was going to be done.

06/21/2022 Finally spoke with Jessica Powers regarding the fiasco yesterday. She explained that nothing was going to change except they needed to add a closed-circuit panel to the inverter (which would run 4 areas of the house should the grid go down but our generator will come on should that happen). She will get with service to schedule Cory to come back out to finish up the punch list and install the switch. 06/21/2022 Sent an email just recapping our conversation & asking how much longer she thinks this might take, requested the timeline again, as well as making sure I understood what she had said to me - & requesting a scheduling call from service. 06/22/2022 Rec'd her response - she was very vague on a completion time frame, Cory is scheduled to return Mon., Jun 27th, 2022, she avoided a few ?s & side stepped the primary responsibility w/you have warranty on the Generac equipment. 06/22/2022 My response to her's - verified Mon, Jun 27th was fine, then listed the questions she missed & requested clarification / answers. 06/27/2022 Arrived at about 10:30 AM Left for The Home Depot at 12:30 - did not return till 2:55 PM (figured they took lunch, but Cory said they had an issue getting approval on the \$600+ Romex purchase)

Cory & Ben did not leave till after 7 PM - due to Generac finally returning Cory's call after 3 hrs. and Ben sitting on hold for over 2 hrs. After about 20 mins. Generac concluded that the inverter & power core are fine but there was a possible ground fault in the wiring. Cory & Ben think it might be the run from the roof to the J box to the inverter. 06/29/2022 Service called & left a message that service call is scheduled for July 6th between 8 & 11 AM, call back if there is a problem. 07/06/2022 Arrived at about 11 AM. Left for lunch at 2 PM and have to run back to The Home Depot for a few more items & returned about 3:30. Cory & Llyod checked the wiring at the J box - made a few adjustments, retested the system & it is now working. As of 7/06/22 they have to replace all smoke detectors in the house with ones that talk to each other (they confirmed w/State inspector that they could be battery op not hard-wired). Still do not have the correct placrd. Cory & Llyod did not leave here till after 8:15 PM - all that was left to complete is running the Romex into the primary & secondary panels to complete the critical load switch connection, as well as testing the system to make sure everything works as it should and no fuses or issues a rise before during or after commissioning. So once again, I sit and wait for Solar Titan to schedule another service call to complete the punch list as well as commissioning and Final inspection. 07/22/2022 Arrived at about 11 AM. Had to run to Home Depot for a respirator for Everett. Cory & Everett completed the critical load switch connections to the primary & secondary panels in the house. Everett checked the wiring at the J box to ensure all was correct. Cory retested the system & it is now working. As of 7/22/22.

Actually completed & left before 5:30 PM for once. 07/4/28/2022 Spoke with Jessica Powers to see when our inspection is scheduled and to inform her that I have to leave for a family emergency 8/7 - 8/21, so if we could get it scheduled the week before I leave or once I return on the 21st would be great. She said she would text Hildabran to see if he has it on his schedule yet (they had requested inspection in 7/25) & will call me back with an update once she hears. 08/03/2022 Spoke w/Steve Hildebrand, inspection is scheduled for 8/11 & they have 5 of them but still need a tech present to start up the system. I explained I have a family emergency & will be gone till 8/21 - so he will come by today (8/03/2022) to look at battery & smoke detectors to verify. 08/03/2022 tried contacting Jessica Powers several times but never rec'd call back. 09/22/2022 Called Jessica but she was out of the office, & Angela is trying to set up an svc ticket for me with Cory - she came back & informed me that Jess is at lunch & she will get her a message to call me back. 12/15/2022 @ 11 am Rec'd call for John Carroll to discuss the issue that my system is not producing as it should. Made a follow-up call on 12/09/2022. 12/19/2022 EOD on call from John. 12/20/2022 - 01/06/2023 I have called left messages and sent emails but to no avail no response from John or customer service. If you would like or need copies of all my notes, emails, and possible call logs from phone company please feel free to contact me at your earliest convenience.

Amount involved?	38250.00
How did you pay?	Other
Was this product or service advertised?	No
What would you like the business to do?	Complete the solar project and have it functioning completely and correctly.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	John Carroll
When did you make contact?	12/15/2022
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	William A Butcher
Job Title	Pipe Fitter (Worley at Eastman)
Phone	(423) 791-3746
Email	allenbutcher60@gmail.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search

Attachments

How many files are you uploading?	2
File #1	https://stateoftennessee.formstack.com/admin/download/file/13969804655
Supporting text about the file#1	Call log with notes and links
File #2	https://stateoftennessee.formstack.com/admin/download/file/13969804657
Supporting text about the file#2	Late email sent to John Carroll and customer service

Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: January 6, 2023 2:56 pm
Browser: Mobile Safari 16.1 / iOS
Unique ID: 1054469274

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Timothy and Anneli Cote

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 1606 River Poppy Rd
Mascot, TN 37806

Complainant Phone (651) 246-2818

Complainant Email livestrong4u21@yahoo.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N. Peters Road
Knoxville, TN 37806

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email media@solar titanusa.com

About the Incident

Incident Date	Jan 06, 2023
Category	14 - Scams - Imposter Business/Family/Friend
Give a complete statement of the facts, with dates	<p>Hi we purchased a solar system from Solar titan in May of 2021 after building our new house.</p> <p>We had a \$73,000 system installed 12kw with battery and it worked great for a while but then we had some issues with some parts and they initially fixed them but they went bad shortly thereafter and after that the problem really started rolling in. They were delaying service and giving excuses for why they could not schedule service for us and finally now they have stopped taking calls at their office.</p> <p>Now we have a solar system that barely produces power and is operating at maybe 20% capacity.</p> <p>I am paying \$550 per month to their finance company mosaic and I feel totally ripped off.</p>
Amount involved?	73500.00
How did you pay?	Credit card
Was this product or service advertised?	No
What would you like the business to do?	To fix my system as was stated in the contract.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Basically the entire staff but nobody recently because they stopped taking phone calls
When did you make contact?	Initially in September and they have been dogging me since that time.
Is there anyone else with firsthand knowledge of your complaint?	No
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio/TV/news story
Attachments	
How many files are you uploading?	0
Attestation	

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 6, 2023 1:59 pm
 Browser: Mobile Safari 16.1 / iOS
 Unique ID: 1054444504

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name	Shana WheatTaylor
Age Range	40-49
Are you an active duty service member, military dependent, or retired from active duty military service?	Yes
Country of Residence	United States
Complainant Address - United States	42 Hattie Drive Lot 1 Fayetteville , TN 37334
Complainant Phone	(931) 307-6059
Complainant Email	taylorfinance2015@gmail.com

Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	414 N peters Rd Knoxville, TN 37334
Respondent County	Knox
Respondent Phone	(865) 392-1036

About the Incident

Incident Date

Jan 06, 2023

Category

35 - Home Improvements/Home Repair/Home Warranties

Give a complete statement of the facts, with dates

We signed a contract with Solar Titan USA in 2021. It has been a nightmare from the beginning. We were promised the new system would provide 80-90% of our electric bills with just a minimum payment of around \$30/month to our electric provider. This was a lie. They told us panels would be installed in 4-6 weeks. It took 5 months of constantly calling them and emailing to finally get an installation. Then they failed 5 inspections before we were up and running. This took almost a year. Started getting our electric bills with a MINIMAL savings. Got an email telling us our snap rings needed to be replaced. These were replaced in September? And we were notified at the time that 6 of our panels were not functioning due to the snap ring incident and needed to be replaced. We've been attempting to co tact this company for several months via email and phone calls to get these panels replaced and to get service. They will not answer their phones and have disconnected all emails that we once had access to. They don't even provide an email anymore, only a customer contact form. They will not answer the phones and have a message that says to leave a message that is on a loop with no chance to leave messages. They are intentionally avoiding us and we have a non functioning system that we are paying for.

Amount involved?

42500.00

How did you pay?

Other

Was this product or service advertised? Yes

When

2021

Where

Internet

What would you like the business to do?

I want out of my contract and I want this system removed from my home.

Is this an Automobile Complaint?

No

Have you contacted the business?

Yes

With whom did you speak?

Left emails

When did you make contact?

So many times...

Is there anyone else with firsthand knowledge of your complaint?

Yes

Enter their name

Carl Taylor

Phone

(931) 993-2344

Have you or the business filed a lawsuit No
regarding this complaint?

How did you hear about the Division of Word of mouth
Consumer Affairs complaint program?

Attachments

How many files are you uploading? 0

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness
of the content.



Submission Time: January 6, 2023 12:11 pm
Browser: Mobile Safari / iOS
Unique ID: 1054395789

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Candyce Torrans

Age Range 18-29

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 163 Beech St
Harriman , TN 37748

Complainant Phone (865) 386-1926

Complainant Email catorrans@gmail.com

Respondent Information

Respondent Name Solar Titan

Respondent Country United States

Respondent Address - United States 414 N Peters Rd
Knoxville , TN 37923

Respondent County Knox

Respondent Phone (865) 392-1036

About the Incident

Incident Date Jun 11, 2022

Category

40 - Utilities: Gas/Water/Sewer/Electricity

Give a complete statement of the facts, with dates

We were sold a 5kw Solar system that has never worked and never saved us money on our electricity bill. It was installed June 27, 2022. Non certified Solar Titan workers were sent twice after install and unable to inspect or correct anything. They admitted they were not certified to work on it but was sent by the company anyway. September 2, 2022 a certified Solar Titan worker came to work on our battery. After months with no change in utility charges as promised, we called (Nov 17, 2022) and were told we would have to speak to a tech and it's normal to not see savings for 6 months but was unable to explain why. The tech department did not ever return a call.

Repeated calls in January 2023 are never answered and there is no option to leave a message, even though it says to leave one. It loops over and over. The message says to email as well. Emails are never responded to.

Amount involved?

38500.00

How did you pay?

Other

Was this product or service advertised? No**What would you like the business to do?**

Remove our Solar system and refund our money.

Is this an Automobile Complaint?

No

Have you contacted the business?

Yes

With whom did you speak?

Unknown

When did you make contact?

November 17, 2022

Is there anyone else with firsthand knowledge of your complaint?

Yes

Enter their name

Michael Torrans

Phone

(865) 406-2851

Email

mtorrans@yahoo.com

Have you or the business filed a lawsuit regarding this complaint? No**How did you hear about the Division of Consumer Affairs complaint program?**

Radio/TV/news story

Attachments

How many files are you uploading? 0

Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 6, 2023 11:41 am
Browser: Chrome 108.0.0.0 / Windows 7
Unique ID: 1054382462

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Jeff Erler McKenna

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 2974 Stony Gap Rd
Sneedville, TN 37869

Complainant Phone (240) 216-4190

Complainant Email Kohoathome@yahoo.com

Respondent Information

Respondent Name Solar Titan, USA

Respondent Country United States

Respondent Address - United States 414 N Peters Rd
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

About the Incident

Incident Date Jan 06, 2023

Category

40 - Utilities: Gas/Water/Sewer/Electricity

Give a complete statement of the facts, with dates

This company came to our home in August, 2022. We signed up to have a solar system installed and signed a loan contract for the cost of the service. The system was never completely installed. We have contacted Solar Titan on several occasions since October requesting a status on the next step/procedure. They have always stated they would have someone call us back, which never happens. Now we are unable to reach them by phone or through their contact us access point on their website. We have begun to make the payments on the loan through Mosaic Solar and they are unwilling to assist us in trying to contact or resolve the issue with Solar Titan. Mosaic has disbursed the entire amount of the loan although we have never confirmed (per their request) that our installation has been completed.

Amount involved?

45000.00

How did you pay?

Other

Was this product or service advertised?

Yes

When

August 2022

Where

on the internet

What would you like the business to do?

I would like to have my loan contract cancelled without hurting my credit and Solar Titan or their entities to remove the partial equipment they have put on my property

Is this an Automobile Complaint?

No

Have you contacted the business?

Yes

With whom did you speak?

only a receptionist who has continued to take messages and we never get a call back

When did you make contact?

10/19/22, 11/01/22, 11/21/22, 12/05/22, 12/12/22, 12/23/22, 12/27/22, 01/03/23, 01/04/23, 01/05/23, 01/06/23

Is there anyone else with firsthand knowledge of your complaint?

No

Have you or the business filed a lawsuit regarding this complaint?

No

How did you hear about the Division of Consumer Affairs complaint program?

Social media

Attachments**How many files are you uploading?**

0

Attestation**Attestation**

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 6, 2023 10:24 am
Browser: Mobile Safari 16.2 / iOS
Unique ID: 1054336954

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name	Kayla Guertin
Age Range	30-39
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	49 Woodlee Ct McMinnville , TN 37110
Complainant Phone	(931) 205-7246
Complainant Email	kayla.b.guertin@gmail.com

Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	414 N Peters Rd Knoxville, TN 37922
Respondent Phone	(865) 392-1036
Respondent Email	customercare@solar titanusa.com

About the Incident

Incident Date	Jan 06, 2023
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Category

35 - Home Improvements/Home Repair/Home Warranties

Give a complete statement of the facts, with dates

We signed a contract for solar panels in July of 2022. This included additional solar panels (as we already had some), tying the old panels in with the new, and adding a battery backup system. The panels were installed in about a month but the installers did not have proper information that they were supposed to tie the old ones in. Once installation was completed we awaited inspection which occurred in September of 2022 and it failed. The company eventually came back out and supposedly fixed the problems but the next inspection in October I believe of 2022 also failed for the exact same things. The company eventually came and actually fixed the issues in November of 2022 I believe. We waited until December 13 to get the placard that was required installed and they finally called end of December to set up the next inspection which we have yet to have done and it's January 6 now. We were also assured we would receive an incentive payment of our full monthly payment amount for 12 months and we failed to receive Decembers payment. I have contacted the company multiple times since the last inspection was set up and have gotten no response.

Amount involved?

46250.00

How did you pay?

Other

Was this product or service advertised? Yes**When**

June 2022

Where

Facebook ad

What would you like the business to do?

Either complete the project and finally turn on the panels or remove them and compensate for roof damage as well as the old panels which are useless now.

Is this an Automobile Complaint?

No

Have you contacted the business?

Yes

When did you make contact?

Multiple times most recently in an email on January 4, 2023

Is there anyone else with firsthand knowledge of your complaint?

Yes

Enter their name

Don Guertin

Email

donguertin42@gmail.com

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Internet search

Attachments

How many files are you uploading? 0

Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: January 5, 2023 1:59 pm
 Browser: Chrome 108.0.0.0 / Windows
 Unique ID: 1054022879

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Karen S Brady

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 5514 Clelmons Rd
East Ridge, TN 37412

Complainant Phone (423) 413-8382

Complainant Email ksawb@yahoo.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 North Peters Rd
Knoxville, TN 37922

Respondent Phone (865) 392-1036

Respondent Ph Extension kristinafaucieux@solar titanusa.com

Respondent Email kristinafaucieux@solar titanusa.com

About the Incident

Incident Date Jan 05, 2023

Category 40 - Utilities: Gas/Water/Sewer/Electricity

Give a complete statement of the facts, with dates I'm not sure what is going on, but I am no longer getting any answers and at this time I'm not only paying for the solar power but I'm also still paying almost as much as usual for power from my electric company. I was told I would get a refund in 4 to 6 weeks in August.. I have not received my refund. I can't get help No one is responding to my email and according to google the company is showing as temporarily closed, I can't afford to pay Solar Titan and my local electric company. I did report them to the BBB but that hasn't gone anywhere. I could really use some help

Amount involved? 43750.00

How did you pay? Other

Was this product or service advertised? No

What would you like the business to do? Figure out why I'm not saving any money or take these things off my house and fix EVERYTHING. Send me the refund of \$800+ they said I would have no later than 13 weeks ago.

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak? I've been sending email's about every other day

When did you make contact? Started Sep 1 2022 I believe

Is there anyone else with firsthand knowledge of your complaint? No

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? N/A

Attachments

How many files are you uploading? 1

File #1 <https://stateoftennessee.formstack.com/admin/download/file/13963293223>

Supporting text about the file#1 Email Chain to Company

Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 5, 2023 2:44 pm
Browser: Chrome 108.0.0.0 / Windows
Unique ID: 1054044039

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Eric/Danielle Webber

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 607 Dover Avenue
MOUNT CARMEL, TN 37645

Complainant Phone (423) 747-4351

Complainant Email daniellemwebber1976@gmail.com

Respondent Information

Respondent Name solar titan USA

Respondent Country United States

Respondent Address - United States 414 N peters RD
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email Unknown@unknown.com

About the Incident

Incident Date	Jan 05, 2023
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	My panels were installed on 8/16/2022. To date we have not had the inspection done to have them turned back on. We were suppose to receive a promotion 18 months of payments. We have received 1. I have called and called and called with a response of the accounting moved or they are far behind. I regret ever having these panels installed that are not even turned on yet but I am paying for them. There is so muh more to our story that would be easier to discuss rather than write here
Amount involved?	56000.00
How did you pay?	Other
Was this product or service advertised?	No
What would you like the business to do?	I would like for the business to either hold up their end of the deal or take the solar panels off my home and get ride of the debit that I am now in with no end in sight of 20 year.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Craig Scheffler, customer service, amoung other people
When did you make contact?	On multple occasions/
Is there anyone else with firsthand knowledge of your complaint?	No
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search

Attachments

How many files are you uploading?	0
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Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: January 5, 2023 9:25 am
Browser: Mobile Safari 15.6 / iOS
Unique ID: 1053893775

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name DawnSavage Dawn Amy Savage

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 285 Bill White Ln.
285 Bill White Ln.,
Livingston , TN 38570

Complainant Phone (931) 260-1598

Complainant Email dkae293376@gmail.com

Respondent Information

Respondent Name Solar titan USA

Respondent Country United States

Respondent Address - United States 414 Peters Rd
414 peters rd
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (833) 212-8715

About the Incident

Incident Date	Mar 05, 2022
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	In March solar titan USA we received solar panels on our roof since March we have been paying our loan payment 44500.00 \$. They were supposed to inspect every time they inspect it fails I am still waiting on the inspector to come out I'm paying for some thing that I still have not received.
Amount involved?	445000.00
How did you pay?	Other
Was this product or service advertised?	No
What would you like the business to do?	I would like my solar panels to work or I want my money back
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Courtney, Cristena, Candace ,Mark
When did you make contact?	Weekly and daily
Is there anyone else with firsthand knowledge of your complaint?	No
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other:	Electric company

Attachments

How many files are you uploading?	1
File #1	https://stateoftennessee.formstack.com/admin/download/file/13961301330

Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: January 4, 2023 12:51 pm
Browser: Mobile Safari 16.1 / iOS
Unique ID: 1053568930

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Solar Titan USA Barry E Pharris

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 414 Noth Peters Street
Knoxville, TN 37922

Complainant Phone (865) 392-1036

Complainant Email tonyperez@solar titanusa.com

Respondent Information

Respondent Name Solar Titan, USA

Respondent Country United States

Respondent Address - United States 414 N. Peters Rd.
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email tonyperez@solar titanusa.com

About the Incident

Incident Date	Jan 04, 2023
Category	14 - Scams - Imposter Business/Family/Friend
Give a complete statement of the facts, with dates	I signed a contract with solar titan USA on 21 November 2022 to install solar panels on my house at 117 Bull Branch Dr in Double Springs, Alabama. I cannot get anyone to answer the phone. And talking to the business next-door. It seems they vacated the property.
Amount involved?	22400.00
How did you pay?	Check
Was this product or service advertised?	Yes
When	Currently
Where	Online and on their Building
What would you like the business to do?	I really would've liked to have solar installed. But getting my money back would be really nice.
Is this an Automobile Complaint?	No
Have you contacted the business?	No
Is there anyone else with firsthand knowledge of your complaint?	No
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search

Attachments

How many files are you uploading?	4
File #1	https://stateoftennessee.formstack.com/admin/download/file/13956705515
Supporting text about the file#1	Contract
File #2	https://stateoftennessee.formstack.com/admin/download/file/13956705517
Supporting text about the file#2	Engineering plans
File #3	https://stateoftennessee.formstack.com/admin/download/file/13956705519

Supporting text about the file#3

Welcome packet

File #4

<https://stateoftennessee.formstack.com/admin/download/file/13956705521>

Supporting text about the file#4

Alabama power connect application

Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time:
Browser:
Unique ID:

January 3, 2023 12:23 pm
Chrome 108.0.0.0 / Windows
1053135014

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Christina Clark Clark

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 1024 Diamond Brook Drive
Richmond, KY 40475

Complainant Phone (859) 893-4939

Complainant Email cclark.73@yahoo.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 North Peters Road
Knoxville , TN 37922

Respondent Phone (865) 392-1036

Respondent Email customerservice@solar titanusa.com

About the Incident

Incident Date Jan 03, 2023

Category

35 - Home Improvements/Home Repair/Home Warranties

Give a complete statement of the facts, with dates

Unable to contact Solar Titan USA with solar system issues, I have been trying to contact them for a week now and this is the second issue on the same problem within a year, which started 02-14-2022 to current date of 01-03-2023, and no one seems to call/email back. I have been paying on the solar system loan for about a year now to which the total loan amount is \$76,250, and my payment on the loan monthly is \$255.76; plus I am still paying on electric bill as well, the system was supposed to drop the electric bill to where I wouldn't have to pay MORE on the system and electric company both. Solar Titan has been a frustrating company to deal with and BAD customer service. This has also been the Third issue I have had over the year the System was installed. It is ridiculous for me to pay on the loan and electric company both, so I think Solar Titan should compensate the bills.

Amount involved?

76250.00

How did you pay?

Other

Was this product or service advertised? Yes**When**

2021

Where

TV ad/internet

What would you like the business to do?

compensate customers that is having to double pay on electric bills

Is this an Automobile Complaint?

No

Have you contacted the business?

Yes

With whom did you speak?

no call backs from Solar titan USA or no emails back from them

When did you make contact?

several time through out the year, back in Feb 2022 is when it started again in March 2022 and now Dec 2022 - Jan 2023

Is there anyone else with firsthand knowledge of your complaint?

No

Have you or the business filed a lawsuit regarding this complaint? No**How did you hear about the Division of Consumer Affairs complaint program?**

Radio/TV/news story

Attachments**How many files are you uploading?**

0

Attestation**Attestation**

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 3, 2023 11:21 am
Browser: Safari 15.6.1 / OS X
Unique ID: 1053106477

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Allen Gaines

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 402 McCarty Hollow Rd.
Telford, TN 37690

Complainant Phone (423) 429-8513

Complainant Email pick.allengaines@icloud.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N Peters Rd.
Knoxville, TN 37690

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email christiancoley@solar titanusa.com

About the Incident

Incident Date	Jul 01, 2022
Category	02 - Debtor - Creditor/Bank/Loan/Title/Payday
Give a complete statement of the facts, with dates	<p>On July 1st 2022 a representative of Ideal Horizon Benefits, LLC/Solar Titan USA came into our home and sold us a '90%" system, his words. They had the panels up and us locked in the week after July 4th, very fast. However it took them until the last week of November 2022 to get the system commissioned.</p> <p>We had a 'real world' test when the power went out for a few hours in early December. The system failed completely. Solar titan sent people to 'fix' the next week.</p> <p>Then during Christmas, the power went out again. We have four 20amp services and this time they all worked; except, when the power cycled on and off again for two or three more times, the system failed. When the power came on I didn't have power on those four 20amp circuits/services. In 4 degree temperature and snow I had to go outside and reset the fuses installed by Solar Titan. On battery one or more would not reset. On power the reset worked.</p> <p>We financed a system for \$46,250 We're making payments of \$236.64. Started on August 1st 2022. We do not see a reduction on our electric bill that come close to justifying the cost of the solar system. The reason they system was purchased and the reasoning used to sell the system.</p> <p>They are not answering phones. And are apparently out of business.</p> <p>So, I'm expected to make payments for a system that doesn't work, sold under false promises by a company that doesn't exist anymore.</p>
Amount involved?	46250.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	During 2022
Where	On line popups
What would you like the business to do?	Remove system, null and void finances.
Is this an Automobile Complaint?	No

Have you contacted the business? Yes

With whom did you speak? Different people each call

When did you make contact? Last time I spoke with a person was 12/27/2022.

Is there anyone else with firsthand knowledge of your complaint? No

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Other

Other: State Representative

Attachments

How many files are you uploading? 0

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 3, 2023 10:37 am
Browser: Safari 15.6 / OS X
Unique ID: 1053085381

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name April Whipps

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military service? Yes

Country of Residence United States

Complainant Address - United States 436 Mason Lane
Loudon, TN 37774

Complainant Phone (813) 787-0513

Complainant Email arwhipps@gmail.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States PO Box 30059
Knoxville, TN 37930

Respondent County Knox

Respondent Phone (865) 392-1036

About the Incident

Incident Date May 15, 2022

Give a complete statement of the facts,
with dates

I purchased the system with the understanding that it would produce enough power to run 80 to 90% of the power of the house and the batteries would run the house at night. Any excess would go to TVA and I would get paid for the excess.

~~The system has not worked from the day it was installed. The inverter was~~
broke from installation and after repeated phone calls for months, on July 25 after being on the phone for over an hour, miraculously the part materialized in the warehouse after being told the part was on back order. They installed the part on August 17, 2022, but the system still was not working. Also, after this they said the installation was complete even though TVA and the utility company had not signed off on the final inspection because they could not do their final tests due to the inverter not working.

Again after repeated phone calls stating that the system was not working and being told that they see nothing wrong and everything is working fine, even after I tell them that my utility bill has not decreased, but has actually increased and I am paying \$675 a month for the loan for the system and had been since July 2022. This means I have paid over \$4000 for a non-functioning system along with over \$300 in an electric bill each month since installation.

I went to their office on December 1, 2022 and took in my electric bills to physically show them that the system was not working as calling was not working. Even then, they still said the system showed it was working, until they finally found someone who understood that it was another issue and there is another part problem, again meaning the system is still broken. They also called the utility company and found out that, no they had not signed off on the system yet.

On December 16 the utility company and TVA came out and signed off on the system, but I have been getting a run around from Solar Titan about when someone will fix the system. Called on December 16 and was told they are behind on scheduling, but someone would call. Got the same response on December 27, they would not give me anymore information. In addition, I explained that the installers did not ask where we wanted the batteries installed and they placed them outside the house where they do not good during the winter and we have a space available for them inside. They are no good when it gets cold, even if the system was working. When I tried to call on January 2 and January 3, 2023 the line just says "Goodbye" when you try and reach Customer Relations.

As of January 3, 2023 I have a solar system that is non-functional but I am paying \$675 a month for it along with the electric bill that has not decreased a penny.

Amount involved?	132000.00
How did you pay?	Other
Was this product or service advertised?	No
What would you like the business to do?	I would like them to take the system back, repair the roof and pay off the loan. They have shown they have no intention of fixing the system at this point, nor do they care about their customers as all they have done is lie to me from the start.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Several customer service representatives
When did you make contact?	Constant contact over months
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Harold Whipps
Phone	(865) 313-3568
Email	hmwhippssr@icloud.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio/TV/news story

Attachments

How many files are you uploading?	0
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Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: January 2, 2023 11:29 am
Browser: Safari 14.0.2 / OS X
Unique ID: 1052767598

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Jan Lewis

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 340 Chamberlain Cove Rd
Kingston, TN 37763

Complainant Phone (865) 712-0674

Complainant Email bojanrun3@gmail.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N. Peters Rd
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email daleroden@solar titanusa.com

About the Incident

Incident Date	Feb 11, 2022
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	<p>An installation agreement for a residential solar system was signed on November 4, 2021. The system was actually installed, inspected and declared operational on February 11, 2022. On June 24, 2022, alarmed that our bills from Volunteer Electric Cooperative did not reflect a reduction as promised, we began attempts to contact Solar Titan. Finally, on August 22, after a personal visit to the Solar Titan office in Knoxville, technicians came to our home, worked on the system and declared that it had never been operational, and "repaired" it. On September 23, when the electric bill still remained at the 2021 levels, we met with Dale Roden and John Carroll and negotiated an agreement to schedule installation of an upgraded system. On November 1, receiving no calls to schedule and no response to numerous phone calls, Jan Lewis wrote the attached letter documenting our yearlong effort to fulfill the November 4, 2021 contract to obtain a functional solar system. The letter gave a November 15, 2022 deadline to have a functional system in place. On November 4, 2022, a representative from Solar Titan call to schedule and on November 16, a Solar Titan RI crew installed the new system detailed in the September 23 agreement, declaring it operational and "ready to go." The Generac display panel indicated errors. Between November 18 and November 29, Albert Lewis made numerous (7) calls to Solar Titan's office to be told that "no one was available," but someone would call. November 29, Roden scheduled and on December 7, 2022, an RI crew again repaired the problem and declared the system functional. As of today, we are unsure, but we do know that the emergency solar (to maintain power during an outage) is not functioning as promised.</p>
Amount involved?	32448.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	Fall 2021
Where	Knoxville, TN
What would you like the business to do?	Provide restitution; guarantee a functional system or remove solar equipment, including panels and Generac batteries and pay the balance of the Mosaic loan.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes

With whom did you speak? Dale Roden; John Carroll; Breeze Meredith

When did you make contact? 11/04/2021-12/7, 2022

Is there anyone else with firsthand knowledge of your complaint? No

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Internet search

Attachments

How many files are you uploading? 5

File #1 <https://stateoftennessee.formstack.com/admin/download/file/13945566465>

Supporting text about the file#1 Page 1 of complaint summary

File #2 <https://stateoftennessee.formstack.com/admin/download/file/13945566467>

Supporting text about the file#2 Page 2 of complaint summary

File #3 <https://stateoftennessee.formstack.com/admin/download/file/13945566469>

Supporting text about the file#3 Comparison of Volunteer Electric Cooperative Bills, 2021 and 2022

File #4 <https://stateoftennessee.formstack.com/admin/download/file/13945566472>

Supporting text about the file#4 9/23/22 Agreement between complainant and respondent (Solar Titan)

File #5 <https://stateoftennessee.formstack.com/admin/download/file/13945566479>

Supporting text about the file#5 11/1/22 Letter of complaint

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 2, 2023 10:20 pm
Browser: Chrome 108.0.0.0 / Windows
Unique ID: 1052928537

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Scott Jarnigan

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 1211 Champion Lane
White Pine, TN 37890

Complainant Phone (423) 736-5204

Complainant Email tmj1211@ymail.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 11205 Outlet Dr.
Knoxville, TN 37932

Respondent Phone (865) 392-1036

About the Incident

Incident Date Aug 03, 2021

Category 35 - Home Improvements/Home Repair/Home Warranties

**Give a complete statement of the facts,
with dates**

On August 3, 2021, we were visited by sales person Sam with Solar Titans USA. He stated that night that based upon our power bills, the solar panels would work so well that our light bill from Appalachian Electric would be \$25 to \$40 per month. That was the cost of the meter and the continuation of being hooked to the grid. We signed a contract with him that night for the biggest system they had totaling \$47,000.00.

On August 23, 2021, the panel installers came and installed 12 panels.

~~When the installation team was leaving, they stated another team would be~~
out in a week to 10 days to install the battery.

On September 3, 2021, the team came to install the battery, however it still was not ready to use as there was another person that had to come and wire the battery to the electric panel. We were told that would be still another 5 to 10 days.

On October 8, 2021, Solar Titan USA sent the young man out to connect the Solar to the electric panel. He stated we were running but only on part of the panels as there was a mechanism in the panels themselves that were not working and another team would have to come out and replace the part.

On October 18, 2021, Solar Titan called and stated they would be at the house at 11:00 on November 2, 2021.

From November 2, 2021 there were several calls we made to Solar Titan USA to get our solar working. There were always excuses and they blamed Generac for not sending the correct parts. In the mean time, we have paid in almost \$25,000.00 of the \$47,000.00, monthly installments of \$288.75 each month to Mosaic, plus a full electric bill each month to Appalachian Electric. The solar still was not working at all.

On August 2, 2022 a repairman from Solar Titan came, did some battery check and said we should be up and running and he left. The solar battery was showing offline with a message saying, Requesting Settings From Device. We have no idea what this was, so we contacted Generac as it was 5:58 PM when we noticed this message. We stayed on the phone with Generac until 7:11 PM with nothing resolved and the solar still not working a year later.

On August 2, 2022 Nova Source text stating they had been assigned by Generac to set up a solar service appointment for Snap RS Replacement. The appointment was set up for August 25, 2022 between 2:00 and 4:00.

On August 25, 2022, Nova Source came and replaced the SNAP RS, however the system still was not working.

On October 14, 2022, Solar Titan supposedly came out to do a service check. We do not know if they actually came or not as we were out of town. Upon our arrival back in town the following morning, Saturday October 15, 2022, there was no power in the house. The plugs that were supposed to be hook directly to the solar battery incase of a power failure, were dead. One freezer with a side of beef that we paid over \$800.00 for, as well as an additional \$250.00 in freezer items as well as over \$150.00 in refrigerator items from the downstairs refrigerator was all thawed and rotten. Everything was warm, so this power failure had to have happen days prior to us returning from vacation.

We called the emergency line at Solar Titan and they sent James out to

see what happened. After he inspected everything, he looked at the wiring to the power panel from the solar batter. He stated the wiring was not even grounded and was not even wired correctly so there was no way that it could have ever worked. He called into his boss and stated that they would be in contact at the first of the week to correct this situation. We still have several power outlets both inside and outside the house that are dead. It is now January 2, 2023 and we have had no one to contact us to schedule repairs. I have reached out to them on 2 to 3 more occasions with them promising a return call that day and still nothing. One year and five months later in addition to thousands of dollars thrown away and we still have nothing. Each time someone came out to "fix" the system, one of us had to take time off from work. We would love to have solar power, however at this point, I want my money back for everything we have spent in addition to time lost and any repairs that are going to have to be made due to their incompetence.

Amount involved?	47000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	Everyday
Where	Social Media Platforms, TV and YouTube

What would you like the business to do?	<p>We want a full reimbursement, as well as repairs made to the electrical in this house. In addition, they need to come and get their solar panels, and all other equipment and fix any and all holes made in the metal roofing as well as the basement wall and the logs of the house.</p> <p>If the solar can in fact be fixed and usable, then we ask just for the reimbursement of all the electric bills from September 2021 to present day, reimbursement for all food items lost due to the solar backup not working as well as the remaining balance of the solar system loan through Mosaic paid in full.</p>
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Is this an Automobile Complaint?	No
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Have you contacted the business?	Yes
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With whom did you speak?	Grace is one of many that we have spoken to.
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When did you make contact?	Several times from 2021 to present day with the last contact being in December 45, 2022
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Is there anyone else with firsthand knowledge of your complaint?	Yes
------------------------------------------------------------------	-----

Enter their name	Tracy Jarnigan
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Phone	(423) 277-2291
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Email	tmj1211@ymail.com
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Have you or the business filed a lawsuit regarding this complaint?	No
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How did you hear about the Division of Consumer Affairs complaint program?	Radio/TV/news story
----------------------------------------------------------------------------	---------------------

Attachments

How many files are you uploading?	0
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Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: December 28, 2022 5:13 pm
Browser: Chrome 108.0.0.0 / Windows
Unique ID: 1051626625

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Matt Webb Webb

Age Range 18-29

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States P.O. BOX 251
1852 CHICKEN RD. LEBANON 37090
GLADEVILLE, TN 37071

Complainant Phone (615) 306-0413

Complainant Email mattwebbtn@gmail.com

Respondent Information

Respondent Name SOLAR TITAN USA

Respondent Country United States

Respondent Address - United States 11205 OUTLET DRIVE
KNOXVILLE, TN 37932

Respondent Phone (865) 392-1036

About the Incident

Incident Date Nov 11, 2020

Category

40 - Utilities: Gas/Water/Sewer/Electricity

Give a complete statement of the facts, with dates

SOILAR TITAN TOLD US WE WOULD NEVER HAVE TO PAY ELECTRIC BILL AGAIN. WE WOULD ALSO QUALIFY FOR \$8,500.00 TAX CREDIT ON TAX BILL WHICH WE COULD PAY DOWN ON THE LOAN. 1ST OF ALL, I FOUND OUT FROM MT TAX ATTORNEY THAT THOSE TAX INCENTIVES EXPIRED IN 2019. ALSO WE HAVE RECEIVED AN ELECTRIC BILL EVERY MONTH. (SEE NOTES AT BOTTOM) UPON THE INSTALLATION INITIALLY, THE UNIT WOULD NOT TURN ON FOR ME OVER THE PHONE. THEY SENT OUT A TECH REP NAMED SCOTTIE. HE LOOKED AT THE ELECTRICAL CONNECTIOS AND ADVISED ME IT WAS WIRED WRONG AND HE HAD TO RE-DO WIRING. ANOTHER INCIDENT HAPPENED AND THE ELECTRIC WENT OFF FROM M.T.E. AND THE SOLAR PANELS DIDN'T KICK ON. CALLED SOLAR TITAN AND THEY SENT OUT 2 GUYS TO LOOK AT YEAR LATER. THEY WANTED TO KNOW WHY THE SOLAR BATTERY WAS TURNED OFF. THEY ACCUSED ME OF WHICH I DIDN'T KNOW HOW TO. SO IT ASSUMEDLY HAD BEEN OFF FOR A YEAR. THEY TUNED IT ON, I HOPE . WITH THIS PAST WEEKS STORM, ELECTRIC WENT OFF AGAIN. AND ONCE AGAIN BATTERY DID NOT KICK ON AGAIN. WHICH LEADS ME TO BELIEVE THEY DID NOT FIX IT THE LAST TIME THEY CAME OUT..

THE BIGGESTY LIE IS THE NO ELECTRIC BILL EVER STATEMENT. THIS PAST YEAR. MY M.T.E. ELECTRIC BILL TOTALED \$1,672.80. MY SOLAR TITAN BILL FOR THE YEAR WAS \$3,276.00 ON TOP OF MY ELECTRIC BILL. FOR A GRAND TOTAL OF \$4,948.80. SOME BODY LIED BIG TIME HERE AND THERE NEEDS TO BE SOME SERIOUS CONSEQUENCES.

Amount involved? 30000.00

How did you pay? Other

Was this product or service advertised? Yes

When 11-20-2020

Where FACEBOOK

What would you like the business to do?

GIVE ME THE MONEY I'VE ALREADY PAID TOWARDS THE SOLAR SYSTEM AND CANCEL THE BALANCE OF THE EXISTING BILL. AND/OR GIVE ME THE MONEY I'VE ALREADY PAID ON THE UNIT, AND COME AND REMOVE SOLAR PANELS AND BATTERY ALONG WITH REMOVING ALL ELECTRIC LINES FOR SOLAR FROM HOUSE AND TO PAY FOR RE-ROOF OF WHOLE HOUSE DUE TO HOLES DRIILED IN ROOF FOR SOLAR INSTALL. ELECTRICAL INSPECTION TO BE FINALIZED BE MIDDLE TENNESSEE ELECTRIC. PLUS I WANT SOME RETRIBUTION FOR ALL THE CRAP IVE HAD TO PUT UP WITH. THIS CONSTITUTES FRAUD WHICH IS WHEN ONE PARTY GETS ANOTHER PARTY TO SIGN A CONTRACT BY LYING OR CONCEALING IMPORTANT FACTS, IS FRAUD! AND WHEN IT INVOLVES AN ON-GOING PATTERN, IT THEN BECOMES RACKETERING. WHICH IS WHAT SOLAR TITAN HAS BEEN DOING.

Is this an Automobile Complaint?

No

Have you contacted the business?

Yes

With whom did you speak?

ERNIE-SUPERVISOR AND HALEY SERVICE COODINATOR

When did you make contact?

NUMEROUS PHONE CALLS

Is there anyone else with firsthand knowledge of your complaint?

Yes

Enter their name

KIM Webb

Job Title

WIFE

Phone

(615) 879-8670

Email

mattwebbtn@gmail.com

Have you or the business filed a lawsuit regarding this complaint?

No

How did you hear about the Division of Consumer Affairs complaint program?

Other

Other:

PREVIUOS SOLAR TITAN SALESMAN JASON

Attachments

How many files are you uploading?

8

File #1

<https://stateoftennessee.formstack.com/admin/download/file/13930449422>

File #2

<https://stateoftennessee.formstack.com/admin/download/file/13930449423>

File #3 <https://stateoftennessee.formstack.com/admin/download/file/13930449424>

File #4 <https://stateoftennessee.formstack.com/admin/download/file/13930449425>

File #5 <https://stateoftennessee.formstack.com/admin/download/file/13930449426>

File #6 <https://stateoftennessee.formstack.com/admin/download/file/13930449427>

File #7 <https://stateoftennessee.formstack.com/admin/download/file/13930449428>

File #8 <https://stateoftennessee.formstack.com/admin/download/file/13930449429>

Attestation

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Submission Time: December 28, 2022 9:32 am
Browser: Mobile Safari 16.0 / iOS
Unique ID: 1051440287

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Kenneth Suttles

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 1443 Holbert Rd
Dandridge, TN 37725

Complainant Phone (865) 654-9030

Complainant Email ksut234@aol.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N Peters Rd
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

About the Incident

Incident Date Dec 28, 2022

Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	Had solar installed June 22 Still does not work to date and can get no reply from the Company.
Amount involved?	66000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	March
Where	Phone solicitor
What would you like the business to do?	Fix the system the way it is supposed to be and be compensated for my time
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
When did you make contact?	Several occasions
Is there anyone else with firsthand knowledge of your complaint?	No
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other:	Freind

Attachments

How many files are you uploading? 0

Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: December 26, 2022 3:10 pm
Browser: Chrome Mobile 108.0.0.0 / Android
Unique ID: 1050928629

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Lucinda Williams Flarity

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 9107 Holmes Creek Rd
Smithville, TN 37166

Complainant Phone (615) 464-5031

Complainant Email CINDYFLARITY@LIVE.COM

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 11205 Outlet Dr.
Knoxville , TN 37932

Respondent Phone (865) 392-1036

Respondent Email info@solar titanusa.com

About the Incident

Incident Date Dec 26, 2022

Give a complete statement of the facts, with dates

I filed a complaint with the AG around 3 months ago. An engineer (he said) (can't remember his name but phone# is 865-606-0561) with Solar Titan USA reached out to me because the AG had contacted them. He was willing to do anything for me to make the situation right. He said there has been a lot fired and wanted to know what I needed. I explained that his rep told me I would get a \$13,000 tax credit back and that I would have to send it to the loan company or my payment would go up. He said that rep was fired for deceiving clients. He said he would take care of it. He was also suppose to send someone to fix our panels. He also said he would keep in touch. I have not heard a word from him or anyone since that call. We have called him and left message but no return calls. We have contacted Solar Titan USA with no help either. I am now 2 months behind on my loan payment to Sunlight Financial because I can not afford the payment plus electric bill now that the paymen went up \$90 since I didn't send them \$13,000. I would not have gotten the solar panels had I known I wouldn't get the \$13,000 tax credit in one lump some as promised by the Solar Titan Rep who sold me the panels and that I would still be responsible for paying it. I reached out to Sunlight Financial and told them the situation and that I would send them the \$1400 I got and explained the \$13,000 would be so read out through 8-10 years. They told me I could send the \$1400 but I still had to pay the \$13,000. I don't have that kind of money to just give them. My electric went out Christmas Eve and no electric because the panels don't work. I have had these panels since June 2021 and they still don't work as promised. I have made payments up until 2 months ago. I just can't do it anymore. It isn't right. I should have working panels by now. I have been doing my part. It is not right that I was deceived in to purchasing the panels too. As I said before I would in no way have bought them had I known I would be responsible for \$13,000. They scammed me and hundreds more. There is a FB account I am a member of called "scammed by Solar Titan USA " with hundreds of people all over Tennessee and Kentucky who are in the same situation I am with no help. I don't want my credit ruined by this company for non payment but I just can't do it anymore. \$250 to \$340 is a lot. \$250 is a lot for panels that haven't worked for 18 months as promised. Please Mr. AG help me. I just want out of this contract and these non working panels gone. I hope my roof will be ok if they are removed too. I just wanted to save money and help the climate for my future and all they have done is lied and scammed me. I feel that Sunlight Financial is as deceiving. Since they are trying to make \$90 with interest for the next 18 years from me. My calculations show that being way more than \$13,000.

Amount involved?

50000.00

How did you pay?

Other

Was this product or service advertised? Yes

Where TV, every social media outlet

What would you like the business to do? At this point, I want out of the contract and loan.

Is this an Automobile Complaint? No

Have you contacted the business? Yes

When did you make contact? Several times in the past 18 month. Whenever they answer or don't hang up or actually return my call.

Is there anyone else with firsthand knowledge of your complaint? No

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? N/A

Attachments

How many files are you uploading? 0

Attestation

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Submission Time: December 24, 2022 9:48 am
Browser: Chrome 108.0.5359.125 / Windows
Unique ID: 1050485608

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name	Derek Greenamyre
Age Range	40-49
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	149 Cedar Circle Powell, TN 37849
Complainant Phone	(303) 868-7621
Complainant Email	dgreenamyre@yahoo.com

Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	414 N Peters Rd. Knoxville, TN 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036

About the Incident

Incident Date	Dec 24, 2022
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Category

40 - Utilities: Gas/Water/Sewer/Electricity

Give a complete statement of the facts, with dates

On 10/13/2022 at 1130am I phoned Solar Titan USA to speak with someone in regards to our solar panels not producing enough power to offset energy bills from our electric utility, Clinton Utilities Board. Further the battery backup system that was sold to us in conjunction with the panels never activates backup power when an outage occurs. Solar Titan said they can see our system works fine on their end, but on ours it does not.

Further, the equipment, manufactured by Generac has a mobile app that can be downloaded onto cell phone that allows you to monitor the equipment in real time, however you cannot log into system once it is downloaded. Today, December, 24th, 2022, the power went out due to system overload initiated by TVA. The batteries never activated. We financed with a company they partner with called Mosaic for around \$40,000. We complained to them before after system was built for us and they lowered the bill to around half for two years, however the equipment was never serviced. When you call Solar Titan, the receptionist is polite but always says they're managers are in "meetings." Always in meetings, etc, etc. They never call back. I am now politely requesting assistance to demand them to remove all equipment from our home, cancel our contract and restore our credit.

Amount involved?	40000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	Daily
Where	Internet
What would you like the business to do?	Cancel our contract, remove all equipment and restore our credit.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Receptionist
When did you make contact?	10/13/2022
Is there anyone else with firsthand knowledge of your complaint?	No
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search

Attachments

How many files are you uploading? 0

Attestation

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Submission Time: December 26, 2022 1:26 pm
Browser: Chrome Mobile 108.0.0.0 / Android
Unique ID: 1050904058

Consumer Complaint Process - Acknowledgement

Acknowledge

Complainant Information

Complainant Name Caitlin Boehm Boehm

Age Range 18-29

Are you an active duty service member, No
military dependent, or retired from
active duty military service?

Country of Residence United States

Complainant Address - United States 469 liberty road
undefined
Sparta, TN 38583

Complainant Phone (931) 273-2096

Complainant Email caitytbird@gmail.com

Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States They have moved
With no new address
Knoxville, TN 37902

Respondent County Knox

Respondent Phone (888) 650-0151

About the Incident

Incident Date	Dec 26, 2022
Category	14 - Scams - Imposter Business/Family/Friend
Give a complete statement of the facts, with dates	Signed a solar panel contract in Nov 2022. Was told our panels would be working within the month. They aren't. We've tried to contact the company MANY times, now the phones are disconnected and they've left their office building.
Amount involved?	80000.00
How did you pay?	Other
Was this product or service advertised?	Yes
What would you like the business to do?	Come get their panels, fix my roof, and end the loan.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Customer service.
When did you make contact?	Many times in Dec
Is there anyone else with firsthand knowledge of your complaint?	No
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search

Attachments

How many files are you uploading? 0

Attestation

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